

## Questions and Responses

### RFP CNSHQ16R0004

#### AmeriCorps NCCC Traditional/ FEMA Corps Health Benefits Administration

Responses to the questions below are provided in red.

1.) Request for the following details:

- Call volume per month
- Email volume per month
- Chat volume per month
- Returned mail volume per month

The above metrics are not currently/actively collected and therefore cannot be provided at this time. In general, an offeror should expect members and medical providers to use all of the forms of communication above (telephone, chat, and emails) however, an offeror should also be aware that outreach about benefits (both in general and specific to a particular member's circumstance) are also very likely to come from member's parents/guardians as well as their supervisors and/or campus staff.

2.) RFP Section C.6 Network and Formulation Access requires the contractor to ensure that at least 90% of all members will have access to one network primary care provider/hospital/mental health provider within 10 miles of an urban area, and to ensure that at least 75% of all members will have prompt and timely access to one network primary care provider/hospital/mental health provider within 30 miles of a rural area. All hospitals serviced by the plan should be licensed and accredited as required by the Centers for Medicare and Medicaid Services (see <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/Hospitals.html> for more information).

To determine if our network partners have the level of access desired, geo-access reports are required based on member zip codes. We have the cities and states for the NCCC Campuses, but we did not see specific zip codes for the campuses, and we do see zip codes for volunteers in the FEMA program. Can you provide this member zip code listing?

#### Campus (current) physical addresses:

Atlantic Region:  
6726 Youngstown Avenue  
Dundalk, MD 21222

North Central Region:  
1004 G. Avenue  
Vinton, IA 52349

Pacific Region:  
3427 Laurel Street  
McClellan, CA 95652

Southern Region:  
2715 Confederate Avenue

Vicksburg, MS 39180

Southwest Region:

Denver Federal Center, Bldg 53, Suite E1319

W. 6th Avenue & Kipling Street

Lakewood, CO 80225-0546

As outlined in the RFQ on pages 8, both NCCC and FEMA Corps members live on one of five campuses with each campus supporting an area programming for a regional area of the United States. From this campus location, members from both programs (NCCC and FEMA Corps) support a regional area of the United States with programming. Members are assigned to teams of approximately ten members, and complete **2- to 3-month projects (often moving throughout the region they are assigned to throughout their term of service) responding to local communities' needs in every state.** As both programs are residential and as members are constantly moving, member zip codes are being provided to show a snapshot of member service assignments.

The attached spreadsheet titled 'Member Count by Zip Code' represents the primary site locations of projects and the number of members (regardless of program) at the start of each service project that was active on October 15, 2015, and March 28, 2016.

To find more information out about each program, please visit:

<http://www.nationalservice.gov/programs/amicorps/amicorps-nccc>

To find more information out about each NCCC and FEMA Corps Deployment locations, please visit:

<http://www.nationalservice.gov/programs/amicorps/amicorps-nccc/nccc-and-fema-corps-deployment-reports>